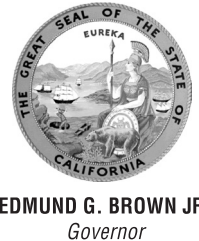




State of California-Health and Human Services Agency
Department of Health Care Services
P.O. Box 989009, West Sacramento, CA 95798-9850



Important Information

About Your Health Care Coverage!

On 1/1/14 your health care coverage will be moved from your current coverage program to the Medi-Cal Program. You will continue to get your health coverage through your current coverage program until 12/31/13.

You do not have to do anything.

- You will be enrolled into the plan(s) listed below unless you choose to change to a different plan.
- You will continue to have all of the same services during this move. Your coverage will not be interrupted.
- You may be able to continue seeing your current doctor.

If you want to choose a different plan please call Health Care Options (HCO) at 1-800-430-4263 (TTY/TDD 1-800-430-7077) Monday through Friday from 8 a.m. to 5 p.m. If we do not hear from you by 12/24/13, you will be enrolled into the health plan listed below and Medi-Cal will choose a local doctor/dentist for you. You can contact the plan to ask to see your current doctor or change to another plan or doctor later. A health plan change starts the first of the next month.

You are also eligible to receive dental coverage through Medi-Cal and will be enrolled into Denti-Cal on 1/1/14. You may see any dentist that accepts Denti-Cal.

To find a dentist near you, please call the Denti-Cal Beneficiary Customer Service line at 1-800-322-6384, Monday through Friday, 8 a.m. to 5 p.m. and a representative will help you.

During this month, you will get Medi-Cal information in the mail.

The Medi-Cal program will send:

- **The “Welcome to Medi-Cal” packet.** This packet has information about the Medi-Cal program, including how to get medical, dental, mental health, alcohol and drug treatment, and behavioral health services.
- **A Medi-Cal Benefits Identification Card (called a BIC).** The BIC is a card that shows you are covered by Medi-Cal. Take it with you to all of your medical visits on or after 1/1/14.
 - If you got a BIC in December 2012 or anytime this year you can keep using it. You will not get a new one.
 - If you need a new BIC because the old BIC was lost, stolen, damaged or is not correct, call your county services office to ask for a new one. You can find their phone number in the “Welcome to Medi-Cal” packet, or you can find it at: www.benefitscal.com.
 - If you already have a BIC and get a new one in the mail, please **use the new one and destroy the old one**. The old one will not work after 1/1/14.

If you need medical care after 1/1/14 and you do **not** have a BIC, call your new Medi-Cal managed care health plan for help.

Important

While you are still in your current health care coverage program:

- Be sure to respond to any letters about your eligibility review or status.
- Call your current coverage program at the number on your health coverage card to let them know about any changes to your income, address, or phone number.
- Check your mailbox for important news about your move to Medi-Cal.

If you have questions about your move from your current health coverage program to the Medi-Cal Program on 1/1/14 or have any appointments scheduled on or after 1/1/14, please refer to the Frequently Asked Questions document or call:

- **Your current coverage program** - The number is on your health coverage card.
- **For enrollment questions** - call Health Care Options at 1-800-430-4263, Monday through Friday, 8:00 a.m. - 5:00 p.m.
- **For questions and your plan’s phone number please go to:**
<http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>

DHCS



California Department of
HealthCareServices

FREQUENTLY ASKED QUESTIONS ABOUT YOUR MOVE TO MEDI-CAL

Read this to find out about Medi-Cal
services and learn about important
phone numbers you may need

What services does Medi-Cal cover?

The Medi-Cal program covers most of the services that your current health coverage program covers now. Medi-Cal may provide some benefits that are not covered by your current health coverage program, or by other programs, depending on what you qualify for.

Covered services include: medical visits, prescription drugs, vision, mental health services, alcohol and drug treatment, and other behavioral health services.

Dental services are also covered. If you are under 21 years of age, you will receive full benefits. If you become pregnant and are over 21, you will receive pregnancy related services. If you are over 21 years of age, you will receive limited dental services.

What if I want to keep the doctor I have now?

You may be able to keep your doctor after the move to Medi-Cal. Ask your doctor if they work with your new Medi-Cal managed care health plan. If your doctor does, you will keep your doctor.

If your doctor doesn't work with your new Medi-Cal managed care health plan and you want to keep that doctor, you can ask the plan for help. If your doctor agrees to work with the plan, the plan will let you keep your doctor for up to 12 months after the move. If your doctor won't work with the plan, you will need to find a new doctor after your move to Medi-Cal.

For help keeping your doctor or finding a new doctor, call your new health plan. The number is on your new health plan card that will come in the mail.

Health Plan phone numbers are also available at
<http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>

Can I keep medical appointments, treatments, or surgeries that are already scheduled?

Call your new health plan to ask about a medical appointment or an approved treatment or surgery that is scheduled to take place after the move to Medi-Cal on 1/1/14.

If you are in treatment now for a diagnosed medical condition or are scheduled for surgery, you can ask your new Medi-Cal managed care health plan to let you see the doctor who is treating you now, even if that doctor does not work with your new Medi-Cal health plan.

The doctor must be willing to work with your Medi-Cal health plan. The plan can help you keep getting scheduled medical services.

How will I get Medi-Cal services?

You will get most Medi-Cal services through your new Medi-Cal managed care health plan.

The health plan also covers:

Vision

- All Medi-Cal covered vision checkups and services.

Services for children under age 21

- Well child checkups for children under age 21.

Well child checkups are visits to the doctor to make sure you are growing up healthy, and to help identify any special medical needs you may have. It's important to identify medical problems early, before they become bigger problems.

- Any diagnostic and treatment services you need.
- Other special services that the doctor says are medically necessary. For example, if it is medically necessary you may get these services:
 - Private duty nursing services from a registered nurse (RN) or a licensed vocational nurse (LVN)
 - Case management
 - Pediatric day health care
 - Nutritional and mental health evaluations and services.

Can I change my health plan in Medi-Cal?

Yes. You may choose a different Medi-Cal health plan if there is more than one plan in your county. For more information, call Health Care Options (HCO) at:

English		1-800-430-4263
Arabic	اللغة العربية	1-800-576-6881
Armenian	Հայերեն	1-800-840-5032
Cambodian	ភាសាខ្មែរ	1-800-430-5005
Cantonese	粵語	1-800-430-6006
Farsi	فارسی	1-800-840-5034
Hmong	Hmoob	1-800-430-2022
Korean	한국어	1-800-576-6883
Mandarin	國語	1-800-576-6885
Russian	Русский	1-800-430-7007
Spanish	Español	1-800-430-3003
Tagalog	Tagalog	1-800-576-6890
Vietnamese	Tiếng Việt	1-800-430-8008
Other Languages		1-800-430-4263

TDD/TTY 1-800-430-7077

- Health Care Options has places in your county where someone can help you in person in your language. Call Health Care Options to find a place near you.
- Go to Health Care Options for information about the health plans at www.healthcareoptions.dhcs.ca.gov.

What services can I get that my Medi-Cal managed care health plan does not cover?

Regular Medi-Cal covers services that your Medi-Cal managed care health plan does not cover.

These are the services Regular Medi-Cal covers:

Dental Services

Denti-Cal provides dental services. You may see any dentist that accepts Denti-Cal. For a list of dental benefits, you can call Denti-Cal at **1-800-322-6384**.

If you are under 21 years of age, you will receive full scope benefits. If you become pregnant and are over 21, you will receive pregnancy related services. If you are over 21 years of age, you will receive limited dental services.

How can I find a dentist?

You can call the Denti-Cal Beneficiary Customer Service line at **1-800-322-6384**, Monday through Friday, 8 a.m. to 5 p.m. A representative will help you find a new dentist near you.

You can also visit the Denti-Cal website at www.denti-cal.ca.gov to find a dentist.

Mental Health Services

Your new Medi-Cal managed care health plan or county mental health department will provide mental health services.

If you need mental health services, please talk with your new Medi-Cal managed care health plan or your doctor. If the plan cannot cover the mental health services you need, they will refer you to a mental health specialist or to your county mental/behavioral health department.

If you are getting mental health services now, your new Medi-Cal managed care health plan or county mental health department may keep providing them. Since you are moving to Medi-Cal, your doctor or the location of services may change. Please contact your mental health doctor as soon as possible to see where you will get services.

If you have more questions, you can call the DHCS Mental Health Ombudsman line at **1-800-896-4042**, Monday through Friday, 8 a.m. to 5 p.m.

Alcohol and Drug Treatment Services

If you need or are currently receiving alcohol or drug treatment services, contact your new Medi-Cal managed care health plan. They will assess your needs and refer you to services.

Covered services include, but are not limited to:

- Outpatient group and individual counseling
- Intensive services
- Narcotic treatment services for persons age 18 or older
- Detox services in a hospital

California Children's Services (CCS) Program

The CCS program provides diagnostic and treatment services, medical case management, and physical and occupational therapy services to children under age 21 who qualify.

Here are some examples of chronic conditions that would qualify a child for CCS services:

- cystic fibrosis
- hemophilia
- cerebral palsy
- heart disease
- cancer
- traumatic injuries

CCS also provides medical therapy services at public schools.

- **If you are receiving CCS services now, nothing will change. You will get the same CCS services.**

If you have questions about CCS, please call your local CCS program or find a list of local CCS programs at <http://www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx>

- **If you have questions about keeping or getting any of these services, please call the doctor you have now.**

Where can I call to report changes in my information?

To ensure you get up-to-date information about your Medi-Cal, call your local county social services or Medi-Cal office to report address and phone number changes, or to ask questions about annual eligibility reviews or for general Medi-Cal help.

To call your local county office, look for the phone number in your “Welcome to Medi-Cal” packet. You can also find your local county office at www.benefitscal.com

What if I have more questions?

After the move to Medi-Cal, you can call the **State’s Medi-Cal Ombudsman at 1-888-452-8609**, Monday through Friday, from 8:00 a.m. to 5:00 p.m. The call is free.

Call for any of these reasons:

- To get advice about what to do if you do not agree with your treatment or services.
- To ask other questions about Medi-Cal, your new Medi-Cal managed care health plan or your doctor.
- To get help with changing your Medi-Cal managed care health plan.
- Call Health Care Options first – 1-800-430-4263

Here are some other important numbers and links:

Denti-Cal Beneficiary Customer Service:

1-800-322-6384

DHCS Mental Health Ombudsman:

1-800-896-4042

For your new Medi-Cal managed care health plan’s phone number:

<http://www.dhcs.ca.gov/individuals/Pages/MMCDHealthPlanDir.aspx>

For your local county office phone number and available programs:

www.benefitscal.com

